

QUERUBEN I. MIÑAS

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SKILLS AND STRENGTHS:

- Computer-literate performer with extensive years of experience being as a **Desktop technician** in computer hardware and software with extensive proficiency covering **wide variety of applications and hardware**.
- More than 6 years of experience and exposure to **Level 1, 2 Computer Support** in Private Rural Banks.
- Knowledgeable in trouble shooting **LAN/WAN Connection, TCP/IP address, DNS**, and technical support and repair from **Hardware to Software. (Microsoft/Windows flat form and Windows 98 up to Windows 10). Knowledgeable in Laptops and notebooks hardware and software** repair/formatting, update and major upgrades, System Monitoring as well as back up support as well as support in printers and other I.T and office devices.,
- Basic to mid-type knowledge in Linux
- Proficient Knowledge in **MS-Office Products: (MS-word, Excel, Power-point, Out-look)**
- Fast Learner Good Listener.
- A good team player with ability to effectively deal with and manage stressful situations.
- Can work with under minimal supervision.
- Good decision making skills.
- Flexibility with working hours.
- Experienced with working in a fast-paced and high-energy environment but not compromising the customer/ client satisfaction.
- Able to communicate and work effectively with other employee local and foreign.
- Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks and ability to adapt the environment easily.
- Able to resolve the issue/queries in the specific time given.
- Exceptionally good communication and demonstration skills either verbal or written.
- Aptitude to learn the new updates for more updated and top quality solution to be given in a client or in a problem/situation in the organization to maximize company growth and profitability.

WORK EXPERIENCE:

- 1). **COMPANY** : **OPTUM GLOBAL SOLUTION**
JOB TITLE : **RX Member Representative (CSA) - Mail Service**
DATE : **November 07, 2018 – February 15, 2019**

JOB DESCRIPTION:

- Process members request for medication refill and doctors prescription renewal request.
- Update existing accounts for new insurance coverage and new members for mail order service.
- Tracking all medication being shipped for the member to be updated on the current status of their medication claim.
- Process members account balance via credit card, cheque and via ship and bill process.

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- Process members account balance via credit card, cheque and via ship and bill process.
- Coordinates with Pharmacies accredited by United Health Group for updates members needs with regards to their prescriptions status and other medical concern specially medication recall issues and controlled medications.
- Provides updates for Insurance and Plan coverage and coordinates with Plan department for members request and other concern such as price (Copay) for their medications.
- Process Return and Resend request for members who failed to received medication claim and assist in returning process for the those who received incorrect medications and help them to expedite their medication delivery.
- Updates credit card information for possible future payment for medication and insurance plan.
- Assist members for medication price comparison from local pharmacy to mail order service.
- Insuring that the caller who is only representative of the member will go through 5 levels of verification to insure that the caller is considered part of HIPAA (Health Insurance Portability and Accountability Act) - Authorized person.

3). COMPANY : WOMENS RURAL BANK, INC.
JOB TITLE : I.T Support, Hardware /Software, Desktop Technician
DATE : December 03, 2011 – June 29, 2018

JOB DESCRIPTION:

- Install, configure, upgrade, maintain and support desktop systems in 30 workstations from main office to branch office based on bank and BSP (**Philippine Central Bank**) required configuration.
- Maintain desktop type servers, computers printers, and other software and hardware peripherals, regular back-ups of server files (*confidential files*) and maintain disaster recovery operations and reports.
- Troubleshoot technical issues and escalate complex problems to appropriate support teams for resolutions and perform repairs and replacements of software and hardware peripherals.
- Provide job training to new hires as needed, maintenance in WAN Connection.
- Perform failure analysis and determine corrective action plans and execute allotted work within deadlines and maintain records of daily tasks.
- Oversee inventory management of software and hardware components; maintain accurate documentations for system installations, configurations, upgrades and disaster recovery activities.
- Install antivirus software and oversee software license renewals and Monitoring & Maintenance of CCTV computer servers. (*GEOVISION*)

4). COMPANY : OFFICE OF HUMAN RESOURCE MANAGEMENT
(GOVERNMENT OFFICE)
Human Resource Management Business Permit/Licensing
JOB TITLE : I.T Support and Computer Technician
DATE : August 03, 2010 – October 31, 2011

JOB DESCRIPTION:

- Provide technical support to end-users within the Office and create, initiate and develop desktop computing environment.
- Install software programs and applications and determine, identify and troubleshoot technical problems relating to software and hardware.
- Install and configure software programs and applications.
- Execute tests and debug programs, maintain manage of workstations, servers, printers and scanners and other related equipment to ensure quality hardware and software support for end-users.
- Interconnect workstations, terminals and existing data networks and use client management tools effectively to maintain workstations and servers and provide data and files back up of the whole businesses in the whole municipality being registered in the Licensing Office for the auditing (Government Auditing) and checking of the Bureau of Internal Revenue (BIR).
- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.
- Conducting research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.
- Write technical specifications for purchase of PCs, desktop hardware and related products.

5). **COMPANY** : **WORKSAVER COMPUTER HUB INC.**
JOB TITLE : **Computer / Network Technician**
DATE : **May 04, 2009 – July 29, 2010**

JOB DESCRIPTION:

- Responsible in performing primary responsibilities in the store by assembling computer units and performs analysis, testing and installing of computers and large hardware systems, connects PCs in a network and sets up peripheral equipment, hardware components and allied devices in offices supported and maintained by the store.
- Loads software programs/packages and utility applications, installs operating systems, establishes IP addresses, and carries out upgrades of memory and hard drive systems.
- Checks performance-related issues and network support problems encountered by client and other costumers through phone calls and through home service method.

EDUCATIONAL BACKGROUND:

TERTIARY: **LYCEUM OF THE PHILIPPINES UNIVERSITY**
BACHELOR DEGREE OF SCIENCE MAJOR IN NURSING
 Capitol Site Batangas City, Philippines
 School Year: **2005 – 2009**

SECONDARY: **PADRE VICENTE GARCIA MEMORIAL ACADEMY**
 Brgy. Poblacion B., Rosario, Batangas
 School Year: **2001 - 2005**
Champion in Lego Robotics Contest
With Good Moral Certification

SEMINARS AND TRAININGS ATTENDED:

- **BASIC TRAINING**

Philippine Center for Advance Maritime Simulation and Training, Inc.
2nd Floor First Maritime Place, 7458 Bagtikan Street, San Antonio Village
1203 Makati City, Philippines

February 19-27, 2018

Cert. No. CAV-BT2018-143AM

Reg. No. 2018-55120

- **SHIP SECURITY AWARENESS TRAINING AND SEAFARERS WITH DESIGNATED SECURITY DUTIES**

Philippine Center for Advance Maritime Simulation and Training, Inc.
2nd Floor First Maritime Place, 7458 Bagtikan Street, San Antonio Village
1203 Makati City, Philippines

February 28, 2018

Cert. No. MAK-SSATSDSD2018-163AM

Reg. No. 2018-56342

- **PROFICIENCY IN SURVIVAL CRAFT AND RESCUE BOAT**

Philippine Center for Advance Maritime Simulation and Training, Inc.
2nd Floor First Maritime Place, 7458 Bagtikan Street, San Antonio Village
1203 Makati City, Philippines

May 15-18, 2018

Cert. No. CAV-PSCRB2018-071AM

Reg. No. 2018-63844

- **CROWD MANAGEMENT, PASSENGER SAFETY AND SAFETY TRAINING FOR PERSONNEL PROVIDING DIRECT SERVICES TO PASSENGER IN PASSENGER SPACES**

Oceanlink Institute, Inc.

4th Floor, Hollywood Garden Square Bldg., 1709 A. Mabini St., Cor. Gen Malvar, Ermita, Manila, Philippines

April 16-17, 2018

Cert. No. OI-CRWD-1780-2018

Reg. No. REG-1780

- **PROFICIENCY IN CRISIS MANAGEMENT AND HUMAN BEHAVIOR TRAINING IN PASSENGER SAFETY, CARGO SAFETY AND HULL INTEGRITY TRAINING**

Oceanlink Institute, Inc.

4th Floor, Hollywood Garden Square Bldg., 1709 A. Mabini St., Cor. Gen Malvar, Ermita, Manila, Philippines

April 18-20, 2018

Cert. No. OI-CRISIS-1851-2018

Reg. No. REG-1851

- **PHILIPPINE CENTRAL BANK**

Credit Information Corporation

CIC Technical Compliance Workshop

Conducted by:

Mr. Jaime Casto P. Gatchitorea

-President / CEO Credit Information Corporation

Ms. Ma. Bernadette B. Bautista

-SVP for Credit Information Management Systems Group
August 30, 2017

- **PHILIPPINE CENTRAL BANK**
PHilPaSS Participant Browser: Briefing and User Training
Conducted by:
Information Technology Sub-Sector (ITSS) :Theresita S. Bulseco
Payment and Settlement Office (PSO) : Bella S. Santos
August 23-24, 2012
- **PERSONALITY DEVELOPMENT PROGRAMME**
Lyceum of the Philippines University
January 27, 2009
- **THERAPEUTIC COMMUNICATION TECHNIQUES in PSYCHIATRIC NURSING**
Practicing Responsible, Assertive and Caring Client Interaction
By: Dr. Sheila L. Videveck, RN
SM City Event Center Batangas City, Philippines
July 27, 2008

ON CALL WORK EXPERIENCE

- 1). **COMPANY** : **NUTRIMEAL AGRI-BUSINESS INC. (NABI)**
JOB TITLE : **On-Call Desktop Technician and I.T Support**
DATE : February 2012 – July 2020

JOB DESCRIPTION:

- Providing single point of contact for end users to receive support and maintenance within the organization's desktop computing environment.
- Installing, diagnosing, repairing, maintaining and upgrading all PC hardware and equipment to ensure optimal workstation performance.
- Also, troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.
- Respond to user questions and explain the operation of network applications and equipment and assist in the maintenance of standards and documentation and data back-up.

- 2). **COMPANY** : **JMR ACCOUNTING OFFICE**
JOB TITLE : **On Call Desktop Technician and I.T Support**
DATE : February 01, 2010 – July 2020

JOB DESCRIPTION:

- Undertake tasks associated with computer systems technical and networks technical support.
- Also tasks associated with software development, installation, maintenance and support, general help centre tasks, including problem solving and providing operational advice to users on the accounting firm.
- Provide company data backup for Auditing.

- 3). **COMPANY** : **POBLACION C., ROSARIO, BATANGAS**

(BARANGAY OFFICE)
JOB TITLE : On-Call Desktop Technician
DATE : June 04, 2009 – May 10, 2018

JOB DESCRIPTION:

- Install and configure local area data communications networks which carry data, voice and maintain network services, routers, hubs, switches, modems and other network devices following technical plans.
- Repair/Formatting Windows computers with standardized applications and networking software, diagnosing and solving problems that develops in their operations.

4). COMPANY : BATANGAS STATE UNIVERSITY
JOB TITLE : On the Job Training Students Instructor
Under Pragmatica Café & PC/Laptop Repair Shop
DATE : October 10, 2010 – March 10, 2014

JOB DESCRIPTION:

- Responsible for teaching all the on the job training students in maintaining all the units in the café stable.
- Conducting safety precaution and procedures in repairing desktop, laptop and other computer peripherals.
- Provide knowledge in technical repair of computers, laptops and other IT devices for them to have knowledge in computer hardware & software fundamentals.

PERSONAL REFERENCES:

I hereby certify that the above information is true and correct to the best of my knowledge.


Mr. Queruben I. Miñas